

1999-2000 Biennial Report to the Legislature

Detailing agency operations and welfare reform activities
during the period October 1998 to September 2000



STATE OF MICHIGAN
Family Independence Agency
www.mfia.state.mi.us



STATE OF MICHIGAN

**Family
Independence
Agency**

235 S. Grand Avenue
PO Box 30037
Lansing, MI 48909
Tel: (517) 373-2035
Fax: (517) 373-8471
www.mfia.state.mi.us

DOUGLAS E. HOWARD, Director

September 2001

Governor John Engler
State Capitol
Lansing, Michigan 48933

Majority Leader Dan DeGrow
Michigan Senate
State Capitol
Lansing, Michigan 48933

Speaker Rick Johnson
Michigan House of Representatives
State Capitol
Lansing, Michigan 48933

Dear Messrs. Engler, DeGrow and Johnson:

Enclosed for your review is the Family Independence Agency's Biennial Report covering fiscal years 1999 and 2000. The Social Welfare Act requires this report to be published and circulated to the Governor and members of the State Legislature.

The report details welfare reform activities in the Family Independence Agency and programs administered during the biennial period.

Individuals requesting additional information about the contents of this report, or further information about services provided by the Family Independence Agency, should contact the FIA Office of Communications, 235 S. Grand Ave., P.O. Box 30037, Lansing, Michigan 48909. Thank you for your continued support of welfare reform in Michigan.

Sincerely,

Douglas E. Howard

copy: Members of the Michigan Senate
Members of the Michigan House of Representatives
Interested persons

enclosure



JOHN ENGLER, Governor

Table of Contents

	Page
Organization	1
Michigan Family Independence Agency	1
Customer Focused Service Delivery	1
Organization Chart	2
Vision, Mission, Values, Strategic Plan	3
Agency Goals	4
Financial Assistance Programs	6
Child Development and Care	6
Child Support and Paternity Establishment	6
Changes to the Child Support Program	7
Family Independence Program	7
Food Stamps / Food Stamp “Cash out”	8
Food Stamp Accuracy Challenge	8
Low Income Home Energy Assistance Program	9
Medical Assistance	9
Project Zero	9
State Disability Assistance	10
State Emergency Relief	10
Supplemental Security Income	10
Work First Orientation	10
Services Programs	11
<i>Adult Services</i>	
Adult Community Placement	11
Adult Protective Services	11
Home Help Services	11
Physical Disability Services	12
<i>Children’s Services</i>	
Adoption	12
Adoption Services	13
Children’s Foster Care	13
Children’s Protective Services	13
Peer Review	14
Children’s Trust Fund	15
<i>Disability Services</i>	
Disability Determination Service	15
Michigan Commission for the Blind	16
Michigan Commission on Disability Concerns	16
SSI Advocacy Program	16

Contents

Table of Contents (Con't)

	Page
<i>Family Services</i>	
Child Protection: Working Together as Community Partners	17
Community Action Agencies	17
Early On Collaboration	18
Employment Support Services/Family Support Services	18
Families First of Michigan	18
Family Independence Summer Project	19
Family Reunification Program	19
Kinship Services	20
Michigan Domestic Violence Prevention and Treatment Board	20
Migrant Services	21
Native American Affairs and Indian Outreach	21
Parent Empowerment Project	21
Preventive Services to Families	22
Strong Families/Safe Children	22
Wayne County Permanency Pilot	23
Zero to Three Secondary Prevention Program	23
<i>Special Services</i>	
AmeriCorps Program	23
HIV-AIDS Related Services	24
Refugee Services	24
Volunteer Services	24
<i>Youth and Teen Services</i>	
Juvenile Justice Services	25
Runaway Services	26
Teen Parent Project	26
Tuition Incentive Program	26
Youth in Transition.....	26
Technology and Other Programs	27
ASSIST: Automated Social Services Information System	27
CSES: Child Support Enforcement System	27
EBT: Electronic Benefits Transfer	28
End User Computing	28
MiSDU: Michigan State Disbursement Unit	28
SWSS: Service Worker Support System	29
Technical Services	29
Office of Inspector General	29
Financial	30
Fiscal Year 2000 Appropriations	30
Total Agency Budget	30
Fiscal Year 2000 Source Financing	31
Change in Expenditures for Cash Assistance and Day Care	31
County Statistics - Fiscal Year 2000	32
Vendor Judgment Data	35
Local Office Directory	36

Michigan's Family Independence Agency (FIA) operates under legislative precepts of the Social Welfare Act, Public Act 280 of 1939, which was significantly amended in 1975 and 1996. The act defines agency responsibilities to help individuals and families unable to protect themselves.

The FIA administers the federal Temporary Assistance for Needy Families grant and is Michigan's public child protection agency.

The Family Independence Agency helps meet the financial, medical and social needs of qualifying individuals and families who need temporary assistance; assists persons to become self-sufficient; and helps protect children and vulnerable adults from abuse, neglect, exploitation and endangerment.

Programs and services provided by the Family Independence Agency are intended to meet the objectives of the welfare reform blueprint *To Strengthen Michigan Families*: to strengthen families, encourage employment, increase personal responsibility and involve communities.

During 1999-2000, the Family Independence Agency had an average of 13,000 classified employees. The principal categories of FIA employees include eligibility specialists, family independence specialists, child and adult services workers.

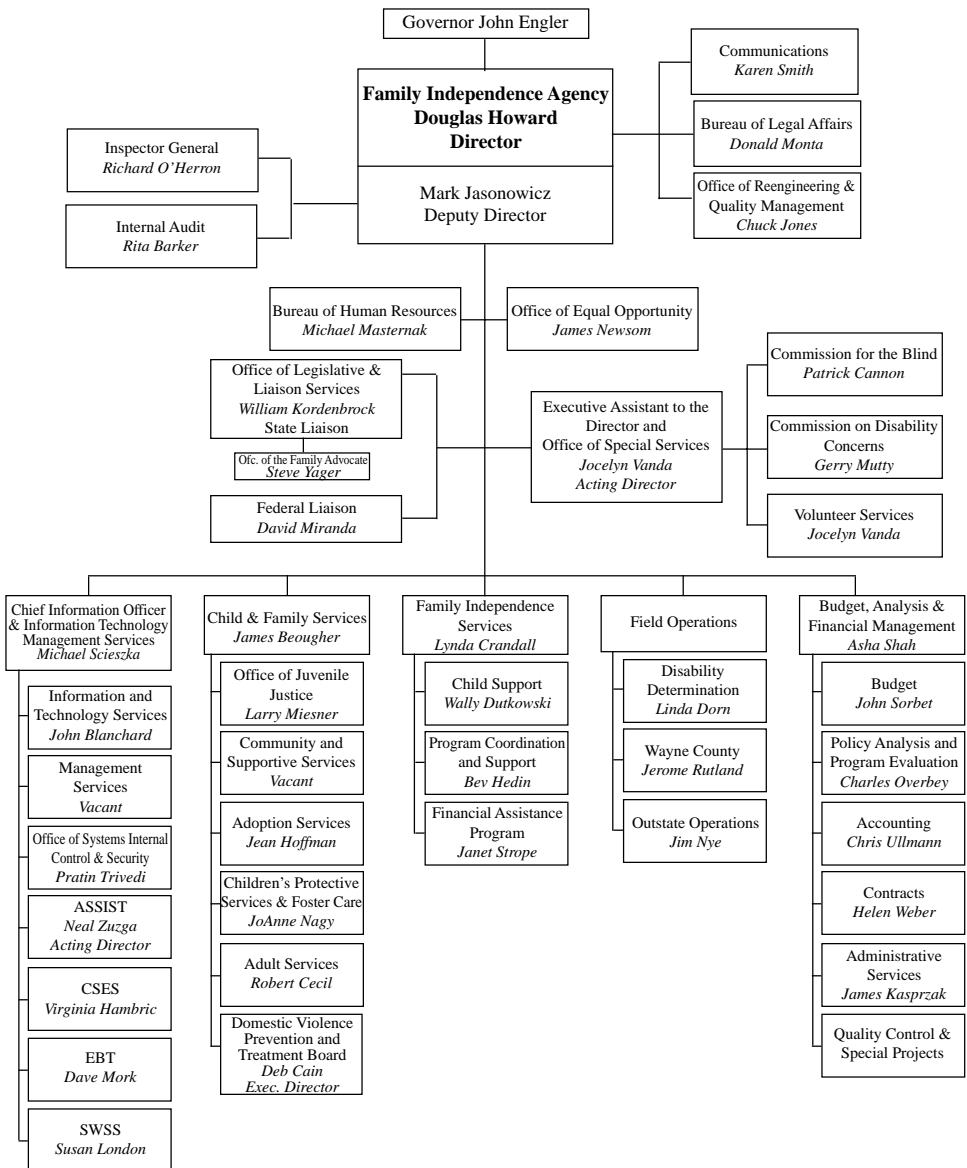
Customer Focused Service Delivery

Because of the changing relationships between FIA workers and customers in the welfare reform era, the FIA in 1999 began an effort to improve customer service. A 1999 survey helped the FIA more closely focus on the changing nature of both customer and employee needs. The Family Independence Agency began a series of work groups to recommend changes and improvements, and the work groups are expected to make recommendations during 2001.

The FIA also implemented Customer Service Excellence, a new FIA employee training program. The training was first provided to about 600 staff and supervisors in August-September 1999. The FIA worked with Wilson Learning to customize the training, conduct pilot sessions and train-the-trainer sessions. FIA trainers and private contractors were instructed in how to deliver the courses. In August 2000, after three pilot sessions, Customer Service Excellence training began statewide for all 13,000 Family Independence Agency employees. It is expected all employees will complete training during 2001 and it will continue as a regular training program.

State of Michigan

FAMILY INDEPENDENCE AGENCY



Vision, Mission, Values, Strategic Plan

The Family Independence Agency operates under an identified vision and mission statement and a set of organizational values. These are identified below and illustrated in the way they fit into the agency’s strategic planning process.

Vision

The FIA will be the national leader in human services delivery through employee commitment, customer focus, technology, innovation and effective partnerships.

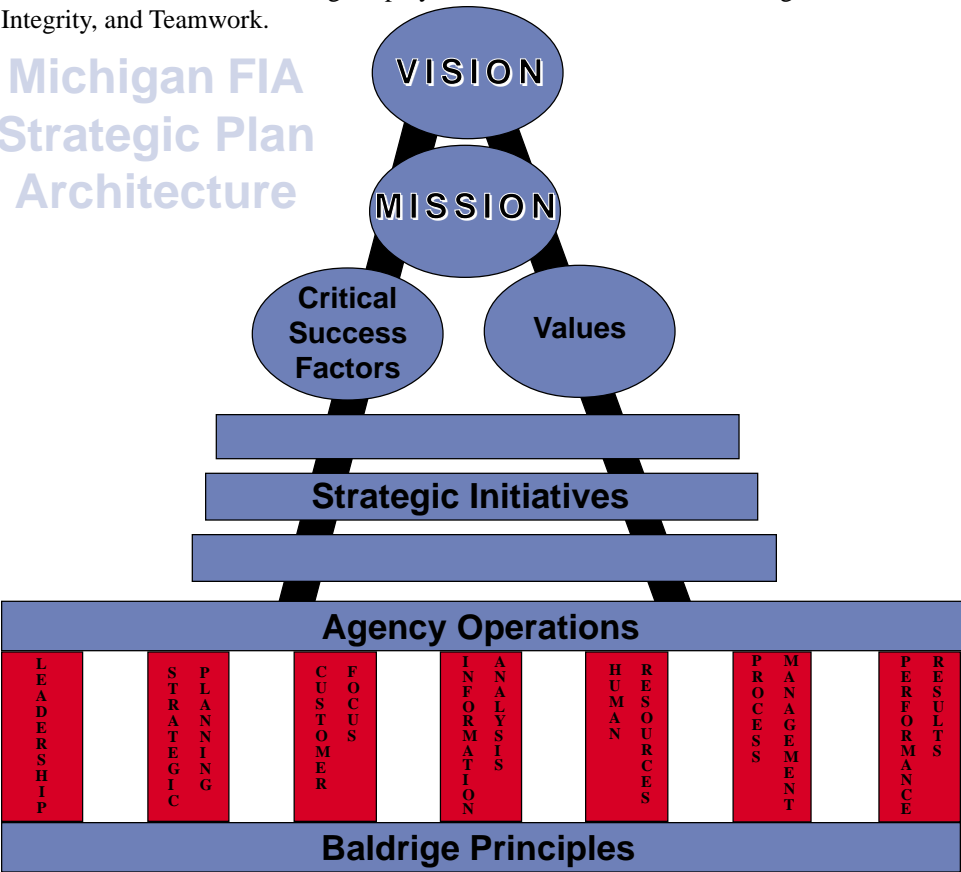
Mission

Through community leadership, the FIA helps to improve the quality of life in Michigan by protecting children and vulnerable adults, delivering juvenile justice services, and providing support to strengthen families and individuals striving for independence.

Values

Customer Focus, Meeting Employees Needs, Action Oriented, Long Term Focus, Integrity, and Teamwork.

Michigan FIA
Strategic Plan
Architecture



Agency Goals

FIA Strategic Plan 2001

The Family Independence Agency Strategic Plan is an ongoing and continuous process that sets the direction to guide the FIA toward achievement of long-term goals while meeting short-term outcomes along the way. The FIA Strategic Plan sets direction through vision and mission and focuses organizational energy and effort through critical success factors. It also defines employees' behavior through values. The strategic planning process in FIA is based on the Baldrige Performance Excellence Principles.

Strategic planning uses input from FIA employees and partners to develop and monitor future plans. It is not a one-time process, but a continuous and ongoing effort that is vigilant in guiding us toward our goals. The FIA Office of Reengineering and Quality Management is responsible for coordinating the agency's strategic planning process.

Another important piece of the strategic planning process is the creation of "critical success factors" (or CSF) and related initiatives to achieve those success factors. Briefly stated, critical success factors are what we need to focus on to successfully achieve our mission and vision. Each year the FIA will determine the initiatives to include under each critical success factor.

CRITICAL SUCCESS FACTOR #1

Continuously improve internal and external customer focused service delivery

1. Child Support Enforcement System.
2. Common user interface.
3. Finger imaging.
4. Strategies for working with "hard to serve" families & customer job retention & advancement.
5. Family focus integrating child & family services & family independence services.
6. Customer focused service delivery.
7. Foster care recruitment.
8. Teaming for Excellence.
9. Adult services for aging.
10. Kinship care.
11. Diversity initiative.
12. e-Michigan (the state agency that will coordinate all online state services).
13. Customer self-service.

CRITICAL SUCCESS FACTOR #2

Attract, develop and retain high quality employees

1. Leadership Academy.
2. Competency-based human resources system.
3. Professional development plan.

4. Employee recognition.
5. Applications training.
6. Worker safety and Law Enforcement Information Network (LEIN).

CRITICAL SUCCESS FACTOR #3

Focus on performance management

1. Food stamp accuracy.
2. Electronic performance support.
3. Strength-based solution focus.
4. Peer review.
5. Increased focus on prevention.
6. Development of outcomes.
7. Performance management and development rollout and expansion.

CRITICAL SUCCESS FACTOR #4

Demonstrate leadership in national/state development and innovative human services delivery

1. Reengineering of Child Development and Care program including child care background checks.
2. Project Zero.
3. Implement new disability determination process.
4. Role in TANF and food stamp reauthorization.
5. Fatherhood initiative.
6. Paternity establishment and pregnancy prevention.
7. Affordable housing and Individual Development Accounts.
8. Before and after school projects.

CRITICAL SUCCESS FACTOR #5

Align our resources, policy, technology, budget and planning processes to FIA priorities

1. Expansion of Electronic Benefits Transfer for food stamps, FIP & child care accounts.
2. Strategic use of data & Data Warehouse.
3. Policy reengineering.
4. Strategic deployment of computer systems.
5. Develop technology infrastructure.

CRITICAL SUCCESS FACTOR #6

Develop, strengthen and improve service delivery partnerships

1. Centralized child support collections.
2. Realign volunteer services.
3. Permanency through performance contracts.
4. Balanced and restorative justice.
5. Community-based service delivery.
6. Domestic violence prevention.
7. Special needs child placement.
8. Foster care administration.

Financial Assistance Programs

Cash assistance is a benefit available to qualifying Michigan citizens from the Family Independence Agency. As a result of welfare reform changes enacted since 1995, adult cash assistance applicants are required to participate in Work First and other work-related activities unless they are deferred for reasons related to health, disability, family status or emergency conditions.

Child Development and Care

Child day care subsidies are provided to eligible families when the parent, legal guardian or other caretaker is unavailable to provide care because of employment, education or training, or because of a health or social condition for which treatment is being received.

For low-income families not receiving Family Independence Program benefits, the Family Independence Agency pays 30-95 percent of allowable child care expenses. Funding for child care comes from several sources, both federal and state.

In fiscal year 1999, the average caseload in the program was 60,844 serving 114,127 children. In fiscal year 2000, the average caseload was 62,468 serving 120,558 children.

During FY 2000, for the first time in state history, expenditures for Child Care and Development exceeded expenditures for Family Independence Program benefits (formerly AFDC). In FY 2000 the FIA expended \$427 million for Child Development and Care compared to \$325 million for FIP.

Child Support and Paternity Establishment

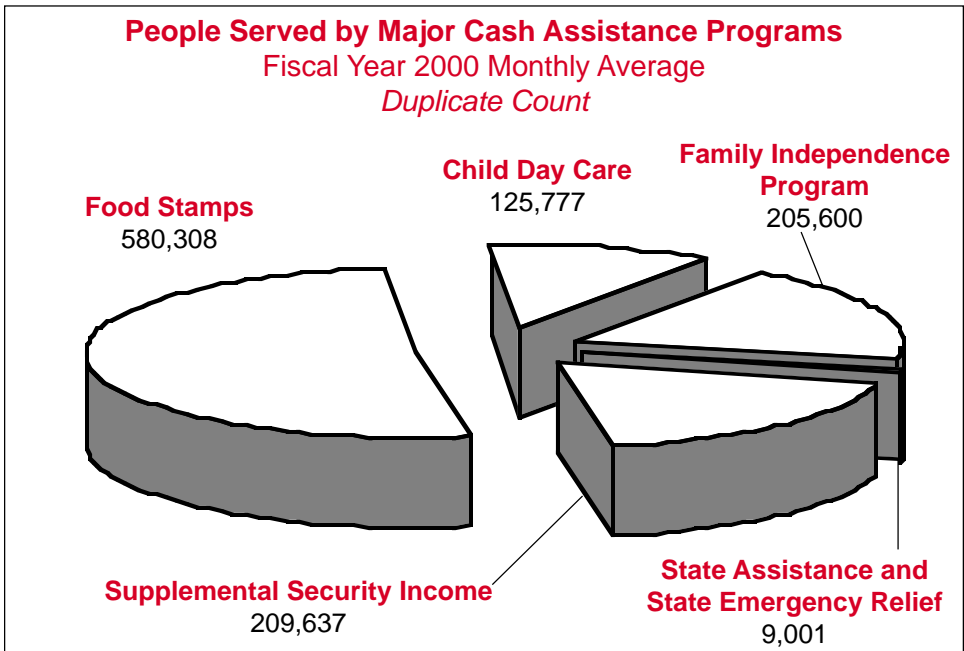
The Family Independence Agency helps establish paternity and obtain child support payments from noncustodial parents through cooperative efforts with county prosecutors and Friend of the Court offices. Nationally, Michigan ranks among the top states in collecting child support from noncustodial parents. In 1999, the total number of cases with collections was 538,596. In 2000, it was 476,416. The amount collected and distributed to Michigan families owed child support totaled \$1.2 billion in 1999 and \$1.3 billion in 2000.

The Family Independence Agency works closely with the Michigan Department of Community Health and hospitals on paternity acknowledgment. In fiscal year 1999, there were 146,105 live births reported in Michigan. Community Health data indicate paternity was established for 138,299 or 95 percent of those children. It is anticipated FY 2000 data should reflect paternity establishment for slightly over 142,000 children.

Changes to the Child Support Program

In FY 2000 more than \$1.36 billion in child support was paid to Michigan families. This is 20 percent more child support sent to families than in FY 1999. In addition, more than \$112 million in child support was retained by Michigan in FY 2000 to reimburse the state and federal governments for the cost of grants for families receiving Family Independence Program benefits. Child support collections per FIP case in FY 1999 averaged \$939. In FY 2000 the average collection per FIP case dropped to \$602. It is felt that the dramatic disparity in this statistic is in large part reflective of a revision in the case identification methodology rather than an actual reduction in collections per case.

Many families that are no longer on assistance still receive child support. In FY 2000, Michigan's child support program sent over \$435 million to former FIP families, an increase of 6 percent over the previous year. In FY 2000, nearly \$72 million in overdue support was collected for Michigan families through federal income tax offsets and almost \$10 million was collected from state income tax offsets.



Family Independence Program (FIP)

In 1996, the federal entitlement benefit AFDC was renamed FIP in Michigan. FIP provides financial assistance to families with children. Federal welfare reform legislation sets a five-year lifetime limit on receipt of FIP benefits, but the legislation allows states to pay similar benefits with state funds after that time.

In 1999, the average number of monthly recipients was 256,750. In 2000, it was 205,600. The average number of cases was 90,890 in 1999 and 72,772 in 2000. The average monthly grant was \$366.92 in 1999 and \$374.77 in 2000.

Food Stamps / Food Stamp “Cash out”

Food stamps supplement the food purchasing power of low-income families. The U.S. Department of Agriculture funds 100 percent of food stamp benefits. The state and federal governments share administrative costs. The Family Independence Agency determines eligibility for food stamps and administers their distribution.

While federal welfare reform legislation did not set lifetime limits on acquisition of food stamps, it set strict requirements for adults age 18-49 who do not have dependents. Since December 1996, these recipients have been required to participate in work-related programs or provide hours of community service equal to their benefit divided by the federal minimum wage. If they do not, food stamp availability is limited to three consecutive months during any three-year period.

The average monthly number of households receiving food stamp benefits in 1999 was 279,946. In 2000, it was 253,887. The average monthly allotment in 1999 was \$154 per household and \$65.67 per individual. In 2000, it was \$150.00 per household and \$65.58 per individual per month. This was the equivalent of \$2.19 per day per person.

Through a federal waiver, the Family Independence Agency in May 1996 began a food stamp “cash out” program. Through this waiver, food stamp households earning \$350 or more per month for three successive months receive a check for the cash value of food stamps in lieu of coupons. The program is a reward for persons who are employed and working toward independence from public assistance. In 1999, 64,750 families and 222,916 individuals received benefits. An average of 49,681 households representing 178,071 persons received “cash out” benefits in 2000. The total value of food stamp “cash out” in 2000 was greater than \$127 million.

Food stamp “cash out” will be ended in mid-2001 when Electronic Benefits Transfer is implemented statewide. For more information on EBT, see page 27 of this report.

Food Stamp Payment Accuracy Challenge

Michigan’s adjusted food stamp error rate was 13.28 percent for fiscal year 2000. For Fiscal Year 1999, Michigan’s food stamp error rate was 17.59 percent. Several factors account for the payment accuracy improvement over prior years. FIA remains focused on providing support and enhancements for first line field staff, targeted reduction of the most costly types of errors, development and use of quality data to identify improvements, and concentration of efforts toward “at risk” urban field offices. Payment accuracy initiatives include enhanced food stamp training, staff/customer awareness campaigns, web-based training on personal computers, improved desktop personal computers and field-driven computer support systems, sharing best practices, and development of Technical Assistance Teams that assist local staff to improve food stamp accuracy.

Low Income Home Energy Assistance Program (LIHEAP)

This provides financial assistance to help meet home energy costs and is funded from a combination of state and federal sources. In 1999, LIHEAP assisted 339,600 Michigan households. In 2000, LIHEAP assisted 342,300 households. Most assisted households receive a single benefit payment which averaged \$165 in 2000.

In 1999, 34.6 percent of recipients were elderly, 54.1 percent were working poor or disabled, and 11.3 percent were FIP recipients. In 2000, 57 percent were working poor or disabled, 34.4 percent elderly, and 8.6 percent were FIP recipients.

Medical Assistance

The Family Independence Agency determines eligibility for a number of medical assistance programs administered through the Michigan Department of Community Health. These include Medicaid, the low-income health care program for families; the State Medical Program, that provides health care for qualifying families not eligible for Medicaid; Healthy Kids, a Medicaid program for pregnant women and children age 15 and younger in families whose income is up to 150 percent of the federal poverty level; Medicaid for low-income disabled individuals; and MICHild, a health care program for children under age 19 in families whose incomes are 150-200 percent of the federal poverty level.

In 2000, a monthly average of 1,066,131 persons qualified for Medicaid. In January 2001, there were 39,226 recipients in the State Medical Program, 18,556 recipients of MICHild and 296,782 recipients of Healthy Kids.

Project Zero Activity October 1998 - September 2000

Project Zero is an initiative began in 1996 aimed at achieving 100 percent employment for nondeferred FIP recipients. To help customers obtain employment, FIA staff work with them to eliminate barriers to work and promote personal and family independence. Communities define the barriers to employment and develop individualized plans to remove them.

Additional resources are developed through coordinated efforts with state agencies including Michigan Department of Career Development, Michigan State Housing Development Authority and Michigan departments of Transportation and Community Health. Community agencies in project sites are encouraged to provide resources, as well.

Project Zero became a statewide initiative on October 1, 2000 being carried out in 103 county or Wayne County district offices. Through September 2000, 71 Project Zero sites reached “zero” at least once — a point in time when all nondeferred FIP cases were working and earning income.

For information on Project Zero sites, see the FIA website www.mfia.state.mi.us and go to “Project Zero.”

State Disability Assistance (SDA)

SDA provides cash assistance of up to \$246 per month for single persons who have been disabled at least 90 days and have not qualified for federal Supplemental Security Income (SSI) payments. SDA is available for customers that do not qualify for SSI and those with pending applications for SSI.

For many persons, this is interim assistance until SSI is approved. A monthly average of 7,209 persons received SDA during the 1999-2000 biennial. The average payment was \$226.71 per month. A married couple, where at least one member has a disabling condition, may receive up to \$401 per month.

State Emergency Relief (SER)

SER provides immediate help to individuals and families facing conditions of extreme hardship or emergencies which threaten health and safety. It helps low-income households meet emergency shelter, food, utility, appliance and home repair needs and provides burial assistance. It is provided as direct financial assistance from FIA or as contractual service delivered through a network of nonprofit organizations.

In 1999, a total of 23,016 Michigan households received SER averaging \$691. In 2000 a total of 24,348 households received SER averaging \$712.25. Through an agreement with The Salvation Army, SER provides statewide emergency shelter to all persons who request it.

Supplemental Security Income (SSI)

SSI provides financial assistance to people who are aged, blind or disabled. Funding is predominately federal and is administered through the Social Security Administration. The state supplements federal SSI payments. For persons residing in care homes, the state provides supplements which are included in the federal SSI checks they receive each month. The state also supplements persons living independently or in the household of another. Eligible recipients are sent a separate check from the Family Independence Agency once each calendar quarter. SSI recipients are automatically eligible for Medicaid in Michigan.

In Michigan, the average monthly SSI caseload was 210,994 in 1999 and 209,637 in 2000. The state supplement totaled \$61 million in 1999 and \$59.1 million in 2000.

Work First Orientation

Beginning October 1998, it was mandatory for all new public assistance applicants to attend a general and individual orientation session given by FIA and Work First, and to participate in Work First activities as a condition of receiving assistance.

Through an agreement with Michigan Department of Career Development (MDCD), the Work First program concentrates on moving FIP recipients into employment as quickly as possible. The chief component of Work First activity is job club and job search. Work First can also provide the full range of employment, training and educational component activities. Support services including transportation and day care are available to customers. MDCCD assists FIP recipients until case closure.

Services Programs

Services are provided to children, youth, adults and families who meet eligibility criteria. Services programs are delivered by FIA employees in local offices, through contract with other agencies, or through other agencies administered by the FIA.

Adult Services

Adult Community Placement

This program provides assistance to individuals and families in locating and selecting licensed community care facilities for people who can no longer live independently. Program staff are responsible for assuring that a monthly supplemental payment is made to enrolled adult foster care and home for the aged providers for all Medicaid-eligible residents in those facilities. During 2000, the average number of adults receiving services each month was 6,500.

Adult Protective Services

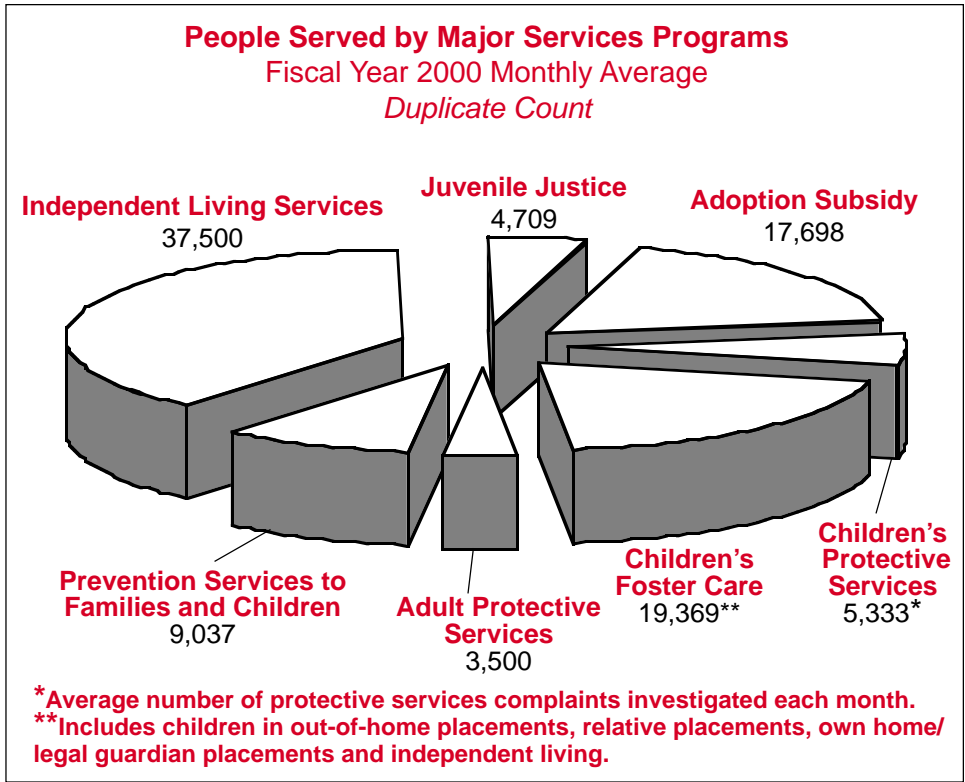
Program staff investigate allegations of abuse, neglect or exploitation and provide protection to vulnerable adults. Substantiated complaints require the FIA to begin an investigation within 24 hours. In 1999, there were 9,482 cases made active and the average monthly caseload was 3,200. In 2000 there were 9,257 cases made active and the average monthly caseload exceeded 3,400. Case determinations: 70 percent of cases were neglect, 15 percent abuse, and 15 percent exploitation.

Home Help Services

This is an independent program for Medicaid-eligible individuals who need personal care assistance to remain in their own homes. Customers choose service providers who assist them with essential activities of daily living including eating, bathing and taking medications. Home Help payments were provided to more than 36,000 persons per month in 1999; and more than 37,000 per month in 2000. The average monthly payment was \$324 in 2000. Total program expenditures exceeded \$158 million in 2000. About \$13 million annually is sent to the Internal Revenue Service as FICA payments for home help providers. Michigan Department of Community Health is responsible for policy and budget for this program, which is administered by FIA staff.

Physical Disability Services

This program provides adaptive aids to Medicaid-eligible adults who are certified by a physician as being physically disabled. Services include mobility aids such as ramps, life chairs and specialized wheelchairs, and other adaptive equipment. Training for independent living, counseling and occupational, speech and physical therapy are also available to enable living in the least restrictive environment. During this 1999-2000 biennial period, about 2,000 persons each year were provided with physical disability services at a cost of more than \$1.3 million annually. Michigan Department of Community Health is responsible for policy and budget for this program, which is administered by FIA staff.



Children's Services

Adoption

The Family Independence Agency and private adoption agencies under contract to the agency work to provide permanent homes for children who are permanent state wards under agency supervision. In some cases, the FIA can also provide a subsidy to support day-to-day care of the children, treatment of medical conditions, or both. Adoption

finalizations of state and court wards totaled 2,417 in fiscal year 1999 and 2,775 in 2000. FIA adoption subsidies provide basic support for adopted special needs children. In September 2000, the FIA was paying 18,595 adoption subsidies at an average payment of \$640 per month.

Adoption Services

Adoptive parent support services funded as a result of the recommendations from the 1996 Children's Commission report were continued in fiscal year 2000 to help strengthen Michigan's adoptive families. Although the services vary in 11 project sites, the majority provide information and referral, crisis intervention, support groups and training.

For performance in fiscal year 1998, Michigan received the fifth largest federal adoption incentive award in fiscal year 1999, which was directed to post-adoption services and training in fiscal year 2000. The incentive award funded 31 post-adoption initiatives throughout the state, including professional and adoptive parent trainings, adoption awareness campaigns, crisis intervention services, family stabilization in-home services, wraparound services, educational advocacy, mentoring and support groups for adoptive families and camp scholarships for more than 1,350 adopted children.

Children's Foster Care

This program is available for children who cannot safely remain in their own homes because of incidents of serious abuse and/or neglect. Foster care services are delivered through a partnership between the FIA and private childcare organizations. About 63 percent of children placed in a foster home living arrangement are supervised through contracts with private agencies. The program supervises children placed out-of-home and works with families for reunification, if possible. It also seeks permanent homes for children when return is not possible and, when necessary, petitions the court for legal termination of parental rights. The number of children in out-of-home foster care placement has decreased in the last year. In October 1999, the number of children placed out-of-home was 10,562. The total was 10,453 by September 2000. Out of home placement includes FIA and private agency foster homes, public shelter homes, residential care centers, private institutions and others. Relative home placements have increased from 5,644 in October 1999 to 5,728 in September 2000.

Children's Protective Services (CPS)

Michigan law mandates these services to help prevent harm to children from non-accidental physical or mental injury, sexual abuse, exploitation or neglect by a person responsible for the child's health or welfare. FIA staff provide assistance through investigating and substantiating reports of abuse and neglect. CPS staff members also work with families to enhance their ability to care for children, refer families to appropriate community resources, coordinate community service programs and provide public information on neglect and abuse. When necessary to promote the safety of children, CPS staff

petition the court for removal of children from abuse and neglect situations. In fiscal years 1999 and 2000, CPS investigated 65,591 and 66,634 cases, respectively, when 13,721 and 15,210 cases were substantiated that resulted in abuse or neglect to 24,505 and 26,888 victims.

Services implemented July 1, 1999 target resources and provide a more accurate screening of individuals who represent risk to children. A CPS investigation results in one of the following classifications:

- Category V “Services not Needed” - no future risk of harm to the child.
- Category IV “Community Services Recommended” - no evidence of child abuse or neglect, but assessment indicates a low or moderate risk of future harm to the child.
- Category III “Community Services Needed” - evidence of child abuse or neglect exists. Assessment indicates a low or moderate level of future harm to the child. FIA will assist the family in receiving community services. FIA may reclassify the case as category II if family refuses to participate in community - based services. The person who harmed the child is not listed on central registry.
- Category II “Child Protective Services Required” - evidence of child abuse or neglect and assessment indicates a high or intensive risk of future harm to the child. FIA must open a protective services case and provide necessary services. Perpetrator’s name will be listed on the central registry.
- Category I “Court Petition Required” - FIA determines child abuse or neglect exists and one or more of the following are true:
 - A court petition is required under another provision of the Child Protection Law.
 - The child is not safe and a petition for removal is needed.
 - The agency previously classified the case as a category II and the family does not voluntarily participate in services.
 - There is a violation of specific sections of the criminal code involving the child.

The five category law assures that the level of CPS intervention is commensurate with the ongoing risk to the child.

Peer Review

This program was established to develop and implement the comprehensive review of the state Children’s Protective Services program. Field supervisors conduct reviews of each county CPS program. Areas of review include Quality Complete Files (policy and procedure compliance), Continuous Quality Improvement Practices, and Customer Satisfaction. Through December 2000 the review team conducted 10 pilot test reviews, 26 formal reviews and four re-reviews of pilot counties, with findings submitted to the counties and FIA administrative units. Data in relation to policy and procedure compliance has been used to develop state averages for each policy issue. FIA management and the CPS Advisory Committee review areas of low compliance to develop solutions and improve compliance.

Children's Trust Fund (CTF)

Children's Trust Fund is an independent nonprofit agency dedicated to preventing child abuse and neglect. It promotes the health, safety and welfare of children through public education and local services. In fiscal year 2000, CTF funded 69 local child abuse and neglect councils, 58 local community-based direct service grants, 14 local public awareness-outreach grants, and administered 64 age zero to three secondary prevention programs funded by Michigan departments of Community Health and Education and the Family Independence Agency. This network made a difference in the lives of over 750,000 children and families.

The CTF does not receive a state appropriation. It is funded through revenue from special license plate sales, interest income, private donations, special fund-raising activities and grants. On Sept. 30, 2000, there was \$20.4 million in the Children's Trust Fund restricted trust. In 2000, with a one-time \$13.1 million appropriation, the CTF trust reached its \$20 million cap.

Disability Services

Disability Determination Service

The Disability Determination Service, or DDS, works with the Social Security Administration to determine the eligibility of Michigan residents for benefits under the federal SSI and Social Security Disability Insurance programs.

In fiscal year 1999, DDS made 74,994 initial determinations, 22,003 reconsideration determinations, 15,975 SSI child claims, 3,474 hearing determinations and conducted 29,750 continuing disability reviews (CDRs). In 2000, the number of initial determinations was 71,810, reconsideration determinations numbered 12,451. There were 15,036 SSI child claims, 1,590 hearing determinations and 22,791 CDRs processed.

Beginning in October 1999, the DDS became one of 10 states to decide disability claims using a new disability process. This new process offers a "claimant conference" in which the claimant has the opportunity to fully discuss the evidence with the decision-maker before the decision is made. As a result of this new step, the reconsideration was eliminated from the appeal process.

Also in the fall of 1999, the DDS assumed responsibility for disability determinations for the Office of State Retirement which includes retirement systems for state employees, Michigan public school employees, Michigan State Police, and state judicial employees. The DDS began receiving state disability retirement cases in January 2000 and by the end of the fiscal year made 644 determinations.

The DDS also processes claims for State Disability Assistance (SDA) and for the Medicaid program. In FY 2000, the Medical Review Team prepared 19,996 initial SDA determinations and 25,160 initial Medicaid determinations. The State Hearing Review Team (SHRT) handles the first step in the appeal process for SDA and Medicaid claims. SHRT made appeal determinations on 2,452 SDA claims and 3,262 Medicaid claims.

Michigan Commission for the Blind

Michigan Commission for the Blind (MCB) provides opportunities to individuals who are blind or visually impaired to achieve independence and/or employment. MCB has a five-member governor-appointed policy board and 111 staff throughout Michigan. The agency provides services to an average of more than 5,000 Michigan citizens annually. Of this group, MCB staff annually serve: 2,500 persons through vocational rehabilitation programs; 450 persons in the MCB Training Center in Kalamazoo; 1,000 persons age 55 and older in independent living programs; and 500 in the youth low-vision program. The MCB Business Enterprise Program licenses 100 individuals who are blind to operate vending stands, snack bars and cafeterias in public and private buildings.

Michigan Commission on Disability Concerns (MCDC)

This agency (MCDC) responds to and advocates for Michigan's 1.7 million citizens with disabilities. It has 21 members who are appointed by the governor. MCDC works with Michigan's business community, people with disabilities, governments, nonprofit agencies and the public to enhance opportunities for and promote greater understanding of citizens with disabilities. Commission priority areas include increasing employment opportunities for people with disabilities, disability rights training and technical assistance, and leadership development for youth with disabilities. The Division of Deafness has a 13-member board. It provides services, information and technical assistance on issues important to an estimated 600,000 deaf and hard-of-hearing Michigan residents.

In July 2000, MCDC hosted the first Michigan Youth Leadership Forum for high school students with disabilities.

SSI Advocacy Program

The SSI Advocacy Program assists State Disability Assistance recipients receiving Medicaid based on disability to obtain federal Supplemental Security Income benefits, increasing income for the recipient and reducing state costs when the SDA recipient is transferred to SSI. Program staff review medical evidence, obtain additional medical documentation and represent recipients in the Social Security Administration appeals process.

During fiscal years 1999 and 2000, SSI advocates assisted in the transfer of 1,457 SDA recipients to SSI saving more than \$6.3 million in state funds. During the biennial period, the number of SDA recipients receiving Medicaid was reduced by 16 percent from 2,832 to 2,368.

Family Services

Child Protection: Working Together As Community Partners

Child Protection: Working Together as Community Partners is a statewide collaborative effort that required local communities to develop a 3-year plan that provides services to children and families that meet client eligibility requirements, specifically Categories III and IV (low or moderate risk) Children Protective Services cases. The purpose of this TANF-funded initiative is to reduce child abuse and neglect as determined by the number of re-referrals. Each county receives annual funds from a \$7 million statewide allocation.

Community Action Agencies

Michigan's 30 Community Action Agencies (CAAs) are the largest human service network outside of state government. CAAs target services to people with income at 125 percent of the federal poverty level. Family Independence Agency funding is combined with funds from other local, state and federal sources to operate and support services to broaden economic opportunities and to lift the barriers to self-sufficiency. CAAs serve about 105,000 households each year through a combination of funds and resources. FIA funding to CAAs during fiscal years 1999 and 2000 included:

- Community Services Block Grant (CSBG) funds totaling \$16,565,056 in 1999 and \$18,504,263 in 2000. Funds were used for employment, education, income management, housing, emergency services, nutrition, linkages with other programs, self-sufficiency, health, youth and senior programs, and centralized agency administration.
- CSBG Discretionary funds of \$371,943 in 1999 and \$468,568 in 2000 supported innovative community projects. Activities included: developing day care facilities in a neighborhood school; assessing home-based versus nursing home care for seniors; providing English classes for families in Hispanic communities; bringing federal resources and local lenders together to provide affordable housing assistance; implementing case management and follow-up systems; and providing emergency services to the state's migrant population.
- Weatherization Assistance Program funds totaling \$8.1 million in 1999 and \$6.9 million in 2000, and Low-Income Home Energy Assistance Program funds totaling \$8 million in 1999 and \$4.1 million in 2000. The CAAs and three limited purpose agencies weatherized 6,978 homes (3,858 in 1999 and 3,120 in 2000). Services helped each household reduce their energy use by about \$300 a year and provided a healthier, safer and more affordable housing environment.
- State Emergency Funds totaling \$4 million (\$2 million each fiscal year). CAAs used these funds to assist clients in meeting emergency needs in relocation (2,500 customers served), home ownership (630), heat and utility services (5,400), household appliances and furniture (5,400), medication (170) and other needs (18,600). In addition, the funds helped 109,000 households with outreach, linkage and referral activities.

- State Community Assistance Program funding totaling \$500,000 in 2000. These funds supported CAA capacity-building activities to better serve their customers. Activities included technology and infrastructure upgrades, implementation of results-oriented management and accountability activities, and staff training.

Early On Collaboration

This program is a collaborative effort with the Michigan departments of Education and Community Health, administered by the Michigan Department of Education. The program is federally-funded through the U.S. Department of Education under the Individual with Disabilities Act, Part C. FIA supports the collaborative initiative by providing a coordinator to help create policies and procedures for the program and to work with local FIA offices in their efforts to collaborate locally on the program.

Employment Support Services/Family Support Services

Employment Support Services (ESS) may include transportation, clothing, car purchase or repair for someone working or seeking work. Michigan Department of Career Development pays ESS for Family Independence Program customers not participating at Work First — mainly customers receiving Food Stamps, Medical Assistance and/or Child Development and Care services. The Family Independence Agency also provides Family Support Services (FSS), a subset of ESS, for FIP clients even if they are participating at Work First. FSS pays for services such as counseling and mentoring programs. The Family Independence Agency had these expenditures in FY 2000 for these services: vehicle purchase, \$6,154,353; relocation expenses: \$152,726; child care: \$148,334; vehicle repair: \$5,417,456; clothing: \$349,062; transportation: \$305,975; and other ESS costs: \$1,561,689. Child care and transportation expenses were paid to participants when attending Family Support Services activities and Work First orientation.

Families First of Michigan

Families First of Michigan is an intensive, safe, short-term in-home crisis intervention and family education program available in all 83 counties. It is designed to serve the most severe multi-problem families in which at least one child is at imminent risk of being placed out of home because of abuse, neglect or delinquency. The resource is available to juvenile courts, tribal social services and community mental health agencies. More than 77,037 children have been served through Families First Service — and 84.4 percent have not experienced an out-of-home placement one year after completing Families First. Eleven sites participate in a demonstration project involving domestic violence shelters.

Family Independence Summer Project

The Family Independence Summer Project was conducted from June-September 2000. It served families receiving Family Independence Program benefits that had no earned income in selected Michigan counties and Wayne County service districts.

Adults were required to participate in a concentrated summer program with their children. The purpose was to provide an intensive experience for the entire family including job readiness skills, family growth and development activities and solutions to the multiple barriers these families may have faced in making a successful transition to employment. The emphasis was on family activities and children could participate in local programs when not participating with their parents. Local contract vendors delivered services.

Nearly 2,000 families (1,400 mandatory, 570 deferred or voluntary) participated in the summer project in 12 outstate counties and eight district offices in Wayne County. Of the 1,357 non-participating families, 216 were sanctioned for non-corporation. The remaining non-participants (1,141) either found work (had cases closed due to income or remained open with low wages), were deferred based on the FIA assessment, or were closed for other reasons.

Of the \$30 million appropriated for the project, program costs totaled approximately \$20 million. The average cost per participating family was \$8,423 or about \$2,808 per family member. This consisted of \$416 per family assessment and \$8,007 for direct services. Total cost to assess nonparticipating families was approximately \$802,000, or \$416 each.

Summer project customers participated in an average of six activities or services. These included job preparation (64 percent of participants received this service), computer classes (53 percent), health services (53 percent), and parenting classes (49 percent). Services and activities were described as “very helpful” by more than two-thirds of participating families. And 80 percent reported the project helpful in preparing for, finding, or retaining employment. Eighty percent reported the project was beneficial for their children.

The Family Independence Summer Project was a special one-time effort funded by TANF dollars aimed at families who had been unable to realize self-sufficiency, despite an outstanding economy and the successful implementation of welfare to work programs. Some project outcomes have been incorporated into existing FIA service delivery procedures and others are being considered for future policy directions.

Family Reunification Program

The Family Reunification Program is designed to prevent repeated out-of-home placements and assist in early reunification of children with their families, when out-of-home placement has occurred. Family reunification staff work with families to participate in a strength-based assessment, family or individual therapy, parenting skills classes and family workshops. Staff also conduct ongoing assessments of the risk to children throughout the program. Family reunification staff work as a team. Each team consists of

one master's level team leader and a bachelor's level social worker. The team works with the families for four months with a possible two-month extension. Services are provided on a flexible schedule to adhere to family needs. This resource is available in 15 counties.

The Family Reunification Program was effective in reunifying families by enabling 85 percent of the children who completed the program to return and remain home safely without evidence of abuse or neglect. After 12 months, 85 percent of these children were able to remain in their homes — compared to 68.6 percent of the statewide foster care children.

Kinship Services

The Wayne County Family Independence Agency is involved in implementation of the Kinship Support Services model. The Strong Families/Safe Children Unit, in collaboration with Forest/Ellery, Tireman, and the Lincoln Park District Offices, is exploring opportunities to enhance permanence for children currently residing in the homes of kin. The pilot includes opportunities for these families to receive an enhanced financial rate and supportive services designed to strengthen placement and avoid removal of the child from the relative's home.

The pilot also offers an opportunity for FIA-supervised families with FIA-supervised children in their care to secure legal guardianship and thereby terminate Child and Family Services supervision. These families may receive an enhanced financial support rate and supportive services aimed at maintaining the child in their home.

Michigan Domestic Violence Prevention and Treatment Board

The Michigan Domestic Violence Prevention and Treatment Board, whose members are appointed by the governor, is administered through the FIA. The board coordinates federal and state funding to a network of private nonprofit agencies that provide emergency shelter, advocacy, counseling and transportation to adult victims of domestic violence and their children in all 83 counties. In fiscal year 2000, there were 221,384 shelter nights provided to 13,624 adult victims and their children.

The board also works closely with FIA children's services programs, Prosecuting Attorney Association of Michigan, Michigan Judicial Institute, State Court Administrative Office, Michigan Commission on Law Enforcement Standards, Michigan State Police and the Michigan Coalition Against Domestic and Sexual Violence to develop and implement new training, policies and protocols. The board collaborates with Families First programs to strengthen the safety net for children and their parents as they leave emergency shelter.

The board initiated a Transitional Supportive Housing pilot project for adult victims of domestic violence and their dependent children in February 2000. Its focus is to provide safe, single family occupancy units coupled with necessary support services and resources to move a domestic violence survivor and their dependent children to independent maintenance of safe, affordable and permanent housing. Supportive services include

employment assistance, individual and group support, advocacy, parenting education services, children's services, child care and transportation.

Board-administered rape prevention and services grants support 26 sexual assault victim service agencies that provide 24-hour crisis hotlines, direct emergency intervention services, counseling, advocacy and community education.

The Michigan Resource Center on Domestic and Sexual Violence is a collection of video and print materials that address the issues of domestic and sexual violence. The Resource Center is a collaborative effort between the board and the Michigan Coalition Against Domestic and Sexual Violence. The materials are available to loan for individuals and organizations working in Michigan to end violence against women as well as to the public. The information found in this unique collection can be used for training, counseling, community education, and research.

Migrant Services

Migrants are an integral part of Michigan agriculture. This program provides migrant laborers with access to child day care, food stamps, medical care, emergency services and other appropriate optional services. More than half the estimated 10,000 migrant families who annually come to Michigan receive FIA services. The FIA coordinates services through an interagency committee at the state level and in cooperation with 11 regional migrant councils. In 2000, services were provided to over 5,000 migrant families comprising more than 15,000 individuals. During the growing season, 110 bilingual employees working out of 27 FIA county or district offices help migrant families gain access to needed services.

Native American Affairs and Indian Outreach

This program has the mission to encourage, support, protect and strengthen Native American children and families in their journey through the provision of services that respect heritage, honor tradition, and encourage community. Progress is continuously being made to fulfill this mission through the partnership efforts of the Indian Outreach Workers in 12 counties, the Office of Urban Indian Affairs, and the Office of Native American Affairs. Partnerships have been created with the 12 federally recognized Tribes of Michigan, the state historic Tribes, Indian organizations, the federal government, and other community and state organizations. In addition to the partnership efforts, the program is responsible for, but not limited to: policy and program development; resource coordination; advocacy; training and technical assistance; and coordination of efforts to ensure implementation of applicable state and federal laws pertaining to Native Americans.

Parent Empowerment Project

This program, which services about 2,500-3,000 families annually, assists families to keep children who are compromised by serious medical needs at home rather than in

institutions. The project offers identification of needed resources and services, information and referrals, and parent advocacy. Services are available statewide and can be accessed 24 hours daily by calling toll-free 1-800-262-0650.

Preventive Services to Families

This program offers home-based family-focused services designed to prevent child abuse and neglect by preserving and strengthening family life. Statewide, 110 FIA workers serve high-risk families by providing voluntary support services in the family home; improving parenting, child care, homemaking and money management skills; connecting families to resources; reducing family dependency on social services; and increasing self sufficiency. During 2000, the program served more than 5,000 families. Successful closure is defined as an improvement in family functioning and the absence of the risk of child abuse and neglect.

Strong Families/Safe Children (SF/SC)

The federal Promoting Safe and Stable Families initiative, named Strong Families/Safe Children in Michigan, is a statewide collaborative effort which involves state and local human services departments (Michigan departments of Community Health and Education, Office of Services to the Aging and Family Independence Agency), public and private services, organizations, universities, courts, businesses, the faith community, parents and customers. The FIA is the designated fiduciary for the SF/SC funds and provides program support for the initiative. SF/SC encourages local communities to come together to plan and implement a seamless system of services for children and families. With the goals of safe children and nurturing families, each local collaborative body is charged with assessing local resources, needs and gaps in services, developing a long-term plan for improving positive results for children and families, implementing the plan and tracking performance.

More than 770 programs implemented locally include community or school-based prevention (27 percent of total); home-based prevention (4.8 percent); caregiver respite and education (4.7 percent); parenting education and adoption support (12.2 percent); counseling (2.3 percent); family support and basic needs (16.6 percent); information, referral and resources (8.8 percent); family and/or youth recreation (6.3 percent); health promotion (12.2 percent); and program coordination and administration (4.6 percent). An estimated 356,789 families/individuals were served from 1995 - 1999.

For Fiscal Year 2000, the state FIA implemented the new federal program rules under "Promoting Safe and Stable Families," of the Adoption and Safe Families Act. The new federal program rules were more prescriptive than the previous family preservation and family support services program and called for the expansion of service categories to include time-limited reunification and adoption promotion and support services. County collaboratives submitted plans for FY 2000 with services emphasizing permanency and keeping families together safely. Currently information submitted by counties on FY

2000 activity is being compiled. It is anticipated that both fiscal years will show an increase in programming and expenditures for family preservation placement, prevention, reunification, and adoption promotion/support services. The state continues to assist local collaboratives in the development and evaluation of outcome driven services to families.

Wayne County Permanency Pilot

The third year of the Permanency Pilot was completed in March 2000 and Phase II began on April 2000. In Phase I, four private agencies were involved. Two additional agencies joined in the pilot for Phase II. The pilot is a concept to base a portion of the payment to private agencies for purchased children's services on performance rather than volume. The purpose of the foster care pilot is to reduce the number of days a child spends in care and to increase the number of children in successful placements (parent, relative, legal guardian, independent living or who have parental rights terminated and are adopted). Providing foster care service providers with initial payments, performance payments, sustainment payments and a lowered modified per diem facilitates achievement of the pilot's goals. Providers can use these funds in a flexible manner to create services or provide needed goods that meet the needs of the child and family.

Phase II continues to focus on achieving permanency outcomes while building on strengths of the original by adding new components. Additions to the pilot include:

- Additional funding for Family Reunification Services.
- Foster parent mentoring.
- Supportive visitation.
- More lenient requirements for assisted care.
- Additional incentive for maintaining a child in the same school.

Zero to Three Secondary Prevention Program

Started in April 1998, it has programs operating in more than 40 counties designed to promote strong, nurturing families and to prevent child abuse and neglect. Services are offered to a predefined group of families or individuals. Program participation is voluntary and services must be problem-focused. Secondary prevention is comprised of interventions where substantiated child abuse or neglect has not taken place, but where the probability of abuse is greater than in the general population. Most participating families must meet TANF requirements. This program is a collaborative effort with the Michigan departments of Education and Community Health, administered by the Children's Trust Fund.

Special Services

AmeriCorps Program

AmeriCorps is the national services movement that engages thousands of Americans to address critical community problems. Since April 1996, the FIA has received an AmeriCorps grant to provide health care awareness for Medicaid-eligible families.

During 1999, the FIA Health Service Corps provided 35,513 hours of community service in 18 Michigan counties. They provided health care information to 27,455 families and provided information about the WIC and maternal and infants services programs to 9,330 Medicaid-eligible families. In September 1999, the Health Service Corps completed its mission.

The FIA submitted another application and was awarded another three-year grant. This new grant provides services to children in foster care or in danger of going into the system. In FY 2000 the grant provided services to 1,457 children. Services include but are not limited to mentoring, tutoring, community services activities, supervision for juvenile court wards, supervising after school enrichment programs, supervising parental visits with children in foster care, and community clean up.

In addition, the program recruits community members to volunteer with the program. During our first grant year, the AmeriCorps members were able to recruit more than 400 volunteers that gave more than 9,397 hours of service to the local communities.

HIV/AIDS Related Services

Provides advocacy services for more than 3,500 persons each year with HIV and AIDS helping them access programs, services and community resources. More than 500 FIA employees have been trained in HIV and AIDS awareness. The Drug Assistance Program makes life-prolonging drugs available to 600 people with HIV who otherwise could not afford them. The Insurance Assistance Program paid private medical insurance premiums for more than 350 people in fiscal years 1999 and 2000, enabling a number to return to work. Wayne County Child and Family Services' medically fragile unit provides case management and support services for more than 110 children and their caretaker parents who are infected with HIV.

Refugee Assistance

Michigan resettles 2,100-2,700 refugees each year. Refugees are persons from around the world granted asylum by the federal government. Eligible refugees receive financial, medical and employment assistance, health screening, and foster care for unaccompanied minor children. Expenditures for 1999 and 2000 totaled \$5.7 million each year, all federally funded. In 1999 an average of 600 refugees per month received cash grants and medical assistance; 2,794 received employment services including 1,828 placed in employment at an average of \$7.00 per hour, 2,101 received health screening; and 60 children received unaccompanied minors' services.

Volunteer Services

More than 50,000 volunteers provided 1.4 million hours of services to FIA customers. Services included transportation, socialization, tutoring, child care and mentoring. Volunteers help FIA with clerical support, serve as case aides and provide child care in

FIA offices for recipients. In fiscal years 1999 and 2000, individuals donated more than \$20 million in volunteer hours of service. Another \$12.8 million was contributed in food, money, holiday gifts, furniture, appliances, household goods, camps for children and other items to meet the special needs of FIA customers.

Youth and Teen Services

Juvenile Justice Services

The FIA Bureau of Juvenile Justice provides for the care and supervision of delinquent youth referred to the agency from the Circuit Courts. With input from local offices and courts, the FIA provides a variety of public placement options ranging from community-based programs to security facilities. All treatment programs are comprehensive, individualized and provide educational services, counseling, employment services, family assistance, crisis intervention and recreation. The FIA increased treatment capacity for special needs youth with substance abuse and/or sex offense backgrounds. When possible, the youth's family is incorporated into the total treatment program. During fiscal year 2000, the FIA assisted local offices to establish and maintain family or community-based options to divert appropriate youth from residential centers or accelerate reintegration of youth returned to the community.

The FIA operates 770 residential treatment beds in campus-based programs at the following sites: W.J. Maxey Training School near Whitmore Lake; Shawono Center, Grayling; Nokomis Challenge Program, Prudenville; Adrian Training School, Adrian; Genesee Valley Regional Center, Flint; Bay Pines Center, Escanaba; Arbor Heights Center, Ann Arbor; and community-based residential care centers in Flint, Bay City, Kalamazoo and Lansing. In August 2000, there were 4,660 delinquent youth under FIA wardship. Of those wards 254 were in foster homes, 638 in FIA institutions, 215 in independent living, 1,360 residing in their own, a guardian's or relative's home, 46 out of state, 1,539 in private institutions, 66 in group homes or residential care centers, and 542 in other placements.

An emerging philosophy is *balanced and restorative justice* (BARJ), a philosophy that redirects the focus of the juvenile justice system from retribution to reparation and healing for all parties with a stake in an offense. In January 2000, the Family Independence Agency awarded \$47,500 in technical assistance to 19 counties to expand the base of knowledge about restorative justice. The BARJ philosophy empowers communities to be in charge of the justice process through the active involvement of all affected parties — victims, offenders and community members. Relationships focus on resolutions that are reparative in nature. The offender's involvement in the restoration of losses creates an environment in which offenders can earn redemption in the eyes of the community and be reintegrated as valued community members.

Wayne County assumed responsibility for the Wayne County juvenile justice programs that were formerly handled by FIA.

Runaway Services

These programs serve youth age 10-17 who have run away or are at risk of becoming runaways. Funding is provided through TANF/Title XXI and state funds. During the biennium over 5,500 eligible youth were served each year in 27 nonprofit runaway youth programs under contract with the Family Independence Agency. Services include individual, family and group counseling, shelter placement, crisis intervention, prevention and community information and referral.

Teen Parent Program

The Teen Parent Program serves pregnant and parenting youth up to 21 years of age. The program provides comprehensive services to address the risk factors associated with teen parenting. The goal of the program is to discourage repeat pregnancies and promote self-sufficiency through comprehensive services that are organized to assure teen parents receive support that will strengthen their capacity to meet financial, nutritional, psychological, developmental and general health needs of their children. Services provided consist of universal home visits, comprehensive assessments, comprehensive service plans, case management, crisis intervention, male responsibility and minor parent services. Support services include career planning, day care, education, training and employment-services to assist in the prevention of welfare dependency. Service to teen parents and their children are provided through 21 programs in 18 Michigan counties. The Teen Parent Program served 1,760 teen parents during Fiscal Year 2000.

Tuition Incentive Program (TIP)

TIP encourages high school completion by helping pay college tuition and mandatory fees for eligible students to attend a community college or other associate's degree program. To be eligible, students must be receiving, or have recently received, Medicaid services, apply before graduating from high school or receiving their GED, and be under age 20 at the time of graduation or GED completion. TIP will also provide up to \$2,000 in tuition benefits to qualified students continuing their education beyond the associate's degree or certificate program level. During fiscal year 1999, the TIP was transferred to the Michigan Department of Treasury.

Youth in Transition

The program is designed to prepare eligible youth age 16-21 to move from the child welfare system to adult independence. Foster care youth may receive: educational services, employment and vocational opportunities, family reunification services, housing assistance, mentorship, and/or independent living skills. In addition, services include training for workers, care providers and foster parents on how to serve adolescents while instilling responsibilities and self-sufficiency.

The overall goal is to reduce the negative long-term effects of out-of-home placement by offering individualized, comprehensive services that prepare youth for living independently. The program served more than 2,950 youth in 1999 and approximately 3,000 in 2000.

Technology Programs

Technology and well-integrated applications play an increasingly important role in public assistance service delivery and support protective services and the FIA increased its focus on the use of technology in the 1999-2000 biennium. The FIA Information Technology Management Services Administration oversees systems that are central to modernizing the delivery of services in Michigan.

Automated Social Services Information System (ASSIST)

ASSIST was implemented in August 1998. It provides for registration of FIA customers while subsequent services are opened using the Client Information System (CIS). The focus since initial implementation has been on stabilizing the initial application and enhancements to improve worker productivity. Over the next two years, efforts will focus on combining the ASSIST and CIS applications into the Customer Information Management System to greatly simplify the process for workers in the FIA county offices. Other major system enhancement during the past two years included Local Office Automation 2 — LOA2 — used to help determine client eligibility and grant amounts.

Child Support Enforcement System (CSES)

Required by the federal welfare reform act of 1996, the purpose of CSES is to provide a statewide automated system for the collection, disbursement, and enforcement of child support payments. The system must comply with federal and state requirements as well as meet the business needs of the FIA Office of Child Support, county Friend of the Court offices and prosecuting attorneys by October 2001. CSES is used by all FIA support specialists and by Friend of the Court offices in all counties. All counties submit data to CSES for monthly reporting of child support payments applied to TANF cases and annual tax offset intercept submissions. All counties have access to the CSES data warehouse for locate purposes and to the CSES Intranet for general information.

Deployment

In 1999, Friend of the Court offices for Calhoun, Kalamazoo, Allegan, Charlevoix, Washtenaw and Saginaw counties converted to CSES as a way of solving their Y2K problems. In August 2000, the Macomb County Friend of the Court office converted to CSES and is now the largest office using CSES with a caseload of about 35,000 and a staff of about 120. The Macomb deployment was considered very successful by the Macomb judicial leadership, Macomb Friend of the Court, Macomb County management information services and the FIA.

Application Development

Over the past two years, CSES has installed regular application releases about every four months that included bug fixes and new functionality. Although the CSES application is

not compliant with every functional requirement identified by the federal Office of Child Support Enforcement, in 1999 the FIA implemented two major federal requirements. In April 1999, CSES became compliant with federal requirements for financial distribution and in October 1999, CSES met requirements for federal reporting. CSES provides automatic receipting for inbound electronic fund transactions from the Michigan State Disbursement Unit (described on the following page) and direct deposit of outbound electronic fund transfers for payees.

Improvements to the Technical Environment

The CSES project has improved efficiencies in back-up procedures, hardware redundancy, disaster recovery, and batch processing by relocating servers to Lansing and implementing automated tools for routine functions. The FIA implemented a more standardized approach for onsite visits by CSES customer service representatives. The FIA introduced two new technologies to the Friend of the Court environment in 2000: an interactive voice response system and use of the FormScape application that generates federal and state forms.

Electronic Benefits Transfer (EBT)

Electronic Benefits Transfer is a project to use plastic debit cards (“Bridge Card”) to distribute cash and food stamp benefits to FIA customers. The food stamp portion of this project is required by federal welfare reform act of 1996. The FIA contracted with Citicorp Services Inc. to implement the program in May of 2000, with successful federal testing completed in April. The project was implemented successfully and on schedule in June 2000 in Jackson County. Statewide implementation will be completed in eight phases ending in the Upper Peninsula in July 2001. Eventually EBT will also deliver Women, Infants, Children (WIC) services that are administered by the Michigan Department of Community Health.

End User Computing

During the 1990s the FIA reviewed time tradeoffs its staff were experiencing in performing their job activities due to time required working at computer workstations entering information needed to process service applications and meet federal reporting requirements. A significant worker productivity enhancement project was completed in 2000 that reduced worker time at computer workstations. For the summer of 2000, the FIA deployed 7,400 new personal computers for local and district offices across the state. The workstations were installed in less than four months in approximately 150 different FIA work sites. Local staff reported noticeable and, in some cases, significant time savings during the loading of programs and information processing.

Michigan State Disbursement Unit (MiSDU)

The federal welfare reform act of 1996 requires all states to provide a single location for employers and individuals to submit all child support income withholding orders and support payments. The FIA selected Lockheed Martin to construct and operate the MiSDU. By the end of 1999 the facility was online and the first payments were received from employers and disbursed. The amount of collections processed will exceed \$1.3 billion when full-scale operations are achieved. The State Disbursement Unit is required to process and disburse those payments within 48 hours.

Service Worker Support System (SWSS)

The Service Worker Support System is designed to support case processing for FIA workers who deliver protective services, foster care, juvenile justice and adoption services. The Adult Services Comprehensive Assessment Program (SWSS ASCAP) and Children's Protective Services (SWSS CPS) components have been implemented statewide. In February 1999, the Child Welfare Financial Information System was successfully implemented. This provides the payment functionality for children placed in out-of-home care. Current development activity is focused to support children's foster care, adoption and juvenile justice services, also called SWSS FAJ. SWSS FAJ will be implemented in early 2001 and will be fully integrated with the payment system. SWSS FAJ is built on a new technical platform viable for supporting multiple programs. Plans are in place to move SWSS ASCAP, SWSS CPS and the central registry to the new environment to create a fully integrated support system for services programs.

Technical Services

Another worker productivity enhancement project was also completed in 2000 in conjunction with the deployment of the 7,400 workstations. FIA workers are spread across 143 local area networks (LANs). Slower connections from the statewide network to the LANs were replaced with modern network switches that can speed network traffic from central computers to the workers in the field. The network switches increase bandwidth from 10 MB to 100 MB, an upgrade that dramatically improved response time and ultimately speeds up customer service.

Office of Inspector General

The FIA Office of Inspector General is responsible for investigating instances of alleged fraud in all programs administered by the agency as well as reviewing administrative policies and procedures and to recommend ways of improving accountability, fraud deterrence and detection. This is done to ensure that only those Michigan citizens entitled to public assistance benefits receive them.

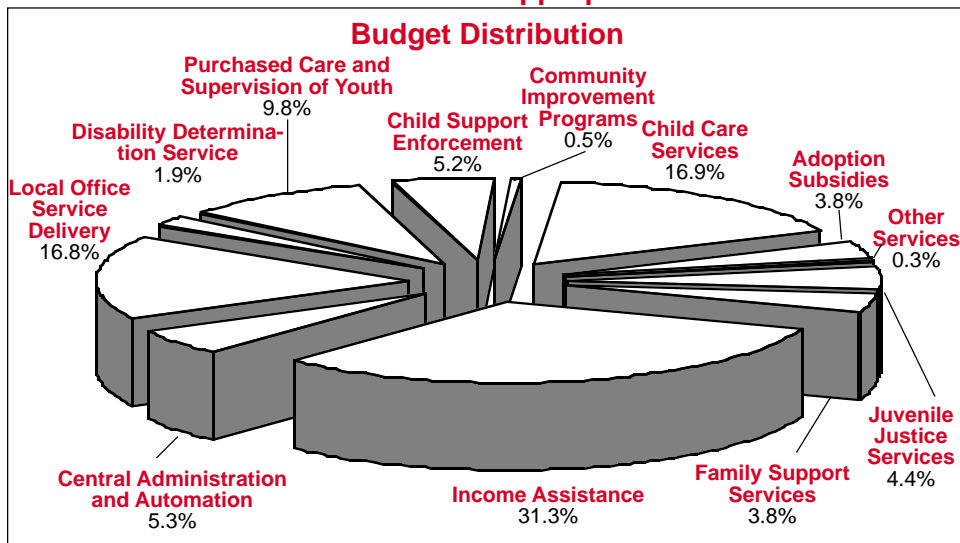
During fiscal years 1999 and 2000, OIG staff completed more than 24,000 fraud investigations. This resulted in reimbursements being ordered in excess of \$29.6 million. Michigan led the nation in dollars recouped for recipient fraud in the Food Stamp program in 1999.

OIG staff also successfully advocated for FIA access to the Law Enforcement Information Network — known as LEIN — through Michigan's Criminal Justice Information Systems Policy Council. LEIN access provides information on previous police visits to an address. This resulted in use of LEIN information to enhance the safety of FIA staff making home calls in the Protective Services, Foster Care, Adoption, Juvenile Justice and Prevention Services programs.

The Office of Inspector General has approximately 90 agents performing investigations. Agents and their supervisors are strategically located throughout Michigan. In 2000, OIG developed an Internet website — www.mfia.state.mi.us/OIG/index.htm — to educate the public regarding its mission and to provide an electronic means of communicating welfare fraud complaints. More complete information regarding OIG organizational structure can be obtained from the website.

Financial

Family Independence Agency Fiscal Year 2000 Appropriations



Total Agency Budget

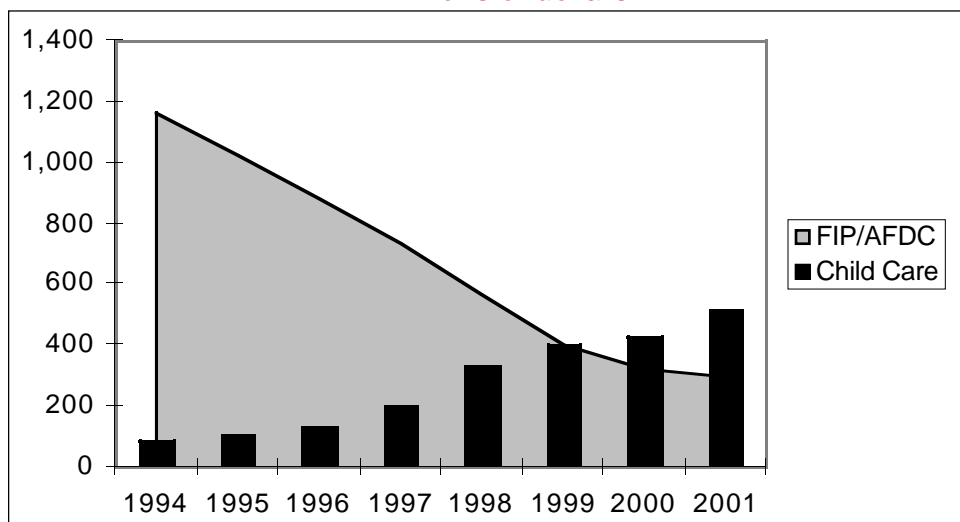
Income Assistance and Emergency Relief	\$1,140,900,000
Family Independence Program, Food Stamps, State Disability Assistance, Supplement Security Income, Low-Income Energy Assistance Program, State Emergency Relief	
Community Improvement Programs	\$18,100,000
Community Services Block Grant, Urban and Rural Empowerment/Enterprise Zones	
Child Support Enforcement	\$190,700,000
Juvenile Justice Services (State Operated)	\$159,600,000
Community-Based Detention and Treatment Services	
Disability Determination Service	\$69,000,000
Family Support Services	\$80,600,000
Family Preservation, Teen Parent Counseling, Rape Prevention, Domestic Violence, Employment and Training Supportive Services, Social Services to Physically Disabled, Children's Trust Fund, Refugee Assistance	
Child Care Services	\$614,300,000
Adoption Subsidies	\$140,100,000
Purchased Care and Supervision of Youth	\$356,700,000
Foster Care, Child Care Fund, County Shelters, Youth in Transition, Interstate Compact	
Local Office Service Delivery	\$588,900,000
Management and Support, Direct Service Delivery staff, Family Independence Specialists, Eligibility Specialists, Volunteer Coordinators and other staff	
Central Administration and Automation	\$187,300,000
Central Administration, Data Systems Development and Operations, Food Stamps Benefits Paid in Cash (Bridge Card), Commission for the Blind, Commission on Disability Concerns, SSI Advocacy, ASSIST	
Total	\$3,462,800,000

Family Independence Agency
Fiscal Year 2000 Financing Sources *
Current Year Operations
rounded to nearest \$100

Expenditures	\$3,387,486,000
GF / GP Sources	\$1,162,604,000
Federal Sources	\$2,042,335,000
Local Sources	\$93,226,000
Private Sources	\$20,794,000
Other Sources State Restricted	\$53,246,000
Operating Transfers	\$15,276,000
Services	\$5,000

*as close out at year-end for respective current year operations.

Family Independence Agency
Change in FIA Spending for Cash Assistance (AFDC/FIP)
and Child Development and Care Services
Fiscal Year 1994-2001 (projected)
In millions of dollars



In millions of dollars	1994	1995	1996	1997	1998	1999	2000	2001
FIP/AFDC Expenditures	\$1,161.5	\$1,024.4	\$881.1	\$731.4	\$565.1	\$398.7	\$324.9	\$297.5
Child Care Expenditures	\$89.6	\$105.6	\$127.9	\$202.6	\$331.1	\$400.4	\$427.0	\$516.0

County Statistics — FY 2000

Total Recipients of FIP, SA, SER		Family Independence Program			State Assistance			State Emergency Relief	
County	EA, FS	Cases	Recipients	Payments	Cases	Recipients	Payments	Cases	Payments
Entire State	588,582	72,772	205,600	\$327,273,395.69	6,898	6,925	\$18,558,755.71	847	\$4,563,331.22
Alcona	659	57	141	233,056.06	4	4	12,707.00	*	3,548.50
Alger/Schoolcraft	1,216	85	231	351,941.62	10	10	38,595.00	2	8,208.87
Allegan	2,771	242	551	980,858.14	32	32	109,614.00	2	14,252.52
Alpena	2,212	184	470	794,749.01	40	40	67,899.50	3	11,329.75
Antrim	713	57	137	119,983.18	7	6	10,336.00	4	21,457.93
Arenac	1,496	125	327	510,752.11	16	16	52,019.00	3	18,174.82
Baraga	428	40	105	165,250.08	13	13	19,013.00	2	2,300.86
Barry/Eaton	4,881	505	1,278	2,167,824.77	41	41	138,192.00	16	100,031.76
Bay	7,321	737	1,970	3,140,011.98	82	82	222,309.70	15	54,365.68
Benzie/Leelanau	1,110	67	61	283,934.97	13	14	41,415.00	4	26,660.90
Berrien	12,725	1,445	3,926	6,391,098.03	100	100	309,042.08	21	102,439.92
Branch	2,004	164	416	692,551.44	21	21	68,334.11	10	37,364.07
Calhoun	9,621	1,162	2,924	4,982,740.82	119	120	367,036.17	21	88,751.99
Cass	2,876	255	680	1,134,077.84	29	29	87,659.00	6	33,451.59
Charlevoix/Emmet	1,696	107	231	445,676.10	89	88	173,695.00	6	30,107.51
Cheboygan/Mackinac	1,918	137	330	552,647.80	15	15	46,203.80	5	36,652.45
Chippewa/Luce	2,994	280	803	102,895.28	69	69	13,447.56	12	3,104.41
Clare	2,882	274	746	1,113,830.31	26	27	92,454.40	7	49,930.24
Clinton/Shiawassee	4,186	340	815	1,391,143.09	31	31	100,634.00	7	45,381.28
Crawford	1,043	79	192	303,132.53	9	9	27,776.00	1	6,778.31
Delta/Menominee	3,536	277	741	1,142,222.26	42	42	108,514.20	12	55,166.63
Dickinson/Iron	1,945	190	511	764,915.30	49	49	92,728.76	7	23,107.98
Genesee	41,198	6,408	18,063	29,564,996.17	397	394	1,073,336.07	65	292,483.68
Gladwin	1,668	152	384	611,077.77	24	24	71,593.70	2	10,955.00
Gogebic	1,390	168	434	687,907.03	6	6	17,361.50	5	19,135.30
Grand Traverse	1,839	101	229	443,508.52	63	62	138,530.85	2	8,900.77
Gratiot	1,677	152	365	637,971.59	12	12	36,514.00	1	3,549.90
Hillsdale	1,627	144	366	617,909.58	22	22	68,737.40	4	22,397.41
Houghton/Keweenaw	2,343	162	440	679,383.95	43	43	102,122.00	7	22,352.09
Huron	1,700	102	259	403,382.41	13	13	44,034.00	1	6,296.76
Ingham	17,706	2,244	6,409	10,765,522.72	181	181	443,116.68	79	332,411.43
Ionia/Montcalm	5,589	574	1,458	2,509,945.68	42	41	134,284.35	12	82,818.83
Iosco	1,799	144	396	570,312.34	19	19	63,685.40	2	13,457.96
Isabella	2,514	224	555	908,460.96	17	17	48,824.70	6	48,120.88
Jackson	8,625	1,107	2,955	4,759,607.65	63	63	194,036.60	22	126,289.47
Kalamazoo	13,578	1,596	4,386	7,374,500.80	144	144	455,167.36	38	197,653.75
Kalkaska	892	53	116	93,008.07	13	13	16,679.50	2	4,852.02
Kent	26,186	3,059	7,585	13,772,368.07	569	570	1,124,756.92	60	393,568.09
Lake/Mason	3,044	256	634	1,054,215.66	57	57	167,549.59	9	45,829.50
Lapeer	2,083	210	546	901,559.42	27	27	89,137.40	3	13,949.42

*Monthly average is less than one-half case.

County Statistics — FY 2000

County	Total Recipients of FIP, SA, SER EA, FS	Family Independence Program			State Assistance			State Emergency Relief	
		Cases	Recipients	Payments	Cases	Recipients	Payments	Cases	Payments
Lenawee	3,534	368	912	1,529,533.57	34	34	101,655.50	7	33,272.34
Livingston	1,310	109	241	473,499.06	22	22	69,786.50	*	1,538.00
Macomb	18,500	1,976	5,204	8,197,382.39	286	295	863,666.13	15	95,838.64
Manistee	1,492	87	208	367,751.49	25	25	66,706.50	3	15,291.52
Marquette	3,084	296	752	1,222,633.04	63	63	122,805.95	5	16,508.87
Mecosta	2,929	240	642	985,700.41	24	24	71,667.70	4	27,606.93
Midland	3,055	235	602	965,598.46	87	87	286,353.00	3	18,076.15
Missaukee/Wexford	2,738	176	423	718,501.34	30	30	90,079.00	6	42,423.22
Monroe	4,348	562	1,444	2,481,083.48	74	74	295,387.20	5	29,998.20
Montmorency/Oscoda	1,637	127	345	537,208.85	20	20	62,759.50	4	31,816.86
Muskegon	13,950	2,048	5,452	9,126,065.09	94	94	291,817.13	19	134,198.99
Newaygo	2,676	214	500	906,531.53	40	40	129,526.85	8	68,943.42
Oakland	29,013	3,127	8,442	13,531,265.38	501	514	1,116,083.63	15	90,264.56
Oceana	2,244	194	517	831,661.96	16	16	63,824.00	2	29,765.04
Ogemaw/Roscommon	4,216	381	1,003	1,525,606.80	62	63	191,824.50	7	48,104.31
Ontonagon	515	53	139	218,296.61	5	5	14,783.00	1	2,440.10
Osceola	1,654	145	371	613,512.62	12	12	34,999.00	3	13,132.11
Otsego	1,067	81	215	351,787.49	14	14	43,582.00	3	17,619.35
Ottawa	3,413	277	621	1,167,762.21	49	49	115,355.60	2	10,643.24
Presque Isle	617	34	76	119,404.10	9	9	21,889.00	1	4,842.32
Saginaw	21,233	3,346	9,603	14,865,540.20	139	138	41,615.64	27	109,879.66
St. Clair	6,910	679	1,769	2,983,543.28	88	89	265,467.00	15	83,780.98
St. Joseph	3,107	287	727	1,248,090.71	35	35	106,356.85	10	47,512.08
Sanilac	2,404	141	335	562,290.29	26	26	80,080.50	8	44,485.91
Tuscola	2,397	215	599	876,946.77	23	23	76,694.35	3	14,471.48
Van Buren	6,142	585	1,538	2,546,723.90	26	26	80,080.50	8	44,485.91
Washtenaw	8,291	1,070	2,760	4,865,624.16	121	123	255,852.35	5	29,523.22
Wayne	230,461	32,061	96,913	147,997,260.64	2,409	2,410	6,499,277.93	172	953,319.53
Antrim/Kalkaska	1,524	100	222	203,810.68	18	18	29,542.00	4	19,367.95

*Monthly average is less than one-half case.

County Statistics — FY 2000

County	Cases	Food Stamps		SSI		Home Help	
		Recipients	Payments	Recipients	Payments	Cases	Payments
Entire State	253, 887	580,308	\$456,685,042			37,127	\$141,603,822.01
Alcona	278	640	460,890	This information was not available at the time of this report.		47	161,249.42
Alger/Schoolcraft	540	1,197	874,058			95	337,725.34
Allegan	1,237	2,720	1,957,772			179	685,968.33
Alpena	1,065	2,179	1,623,183			271	1,458,876.08
Antrim	341	698	247,152			63	131,105.27
Arenac	638	1,502	1,145,668			119	345,108.28
Baraga	206	409	305,762			48	222,222.56
Barry/Eaton	2,066	4,686	3,605,590			283	1,516,998.56
Bay	3,247	7,223	5,250,958			495	1,662,838.90
Benzie/Leelanau	420	1,070	768,675			59	302,871.32
Berrien	5,317	12,611	9,518,485			520	1,744,459.03
Branch	855	1,912	1,442,778			127	482,020.56
Calhoun	4,369	9,473	7,320,937			373	1,583,679.21
Cass	1,186	2,767	2,182,294			141	516,367.05
Charlevoix/Emmet	900	1,633	1,170,408			257	863,608.51
Cheboygan/Mackinac	781	1,842	1,305,028			166	650,543.75
Chippewa/Luce	1,231	2,916	184,947			156	42,393.79
Clare	1,240	2,835	2,109,548			118	461,728.19
Clinton/Shiawassee	1,900	4,102	3,139,189			261	1,114,249.58
Crawford	440	1,307	746,199			69	310,144.10
Delta/Menominee	1,618	3,457	2,560,792			291	1,232,783.66
Dickinson/Iron	931	1,898	1,377,121			148	520,768.38
Genesee	17,017	40,868	32,689,747			1,797	8,609,445.62
Gladwin	781	1,677	1,197,134			114	417,112.03
Gogebic	662	1,393	1,023,528			57	127,466.25
Grand Traverse	930	1,794	1,301,231			84	489,059.00
Gratiot	751	1,653	1,103,135			90	311,325.75
Hillsdale	709	1,565	1,141,683			122	392,989.92
Houghton/Keweenaw	1,166	2,321	1,717,004			109	368,797.01
Huron	797	1,672	1,192,576			103	359,009.35
Ingham	7,503	17,327	13,699,238			909	3,954,039.70
Ionia/Montcalm	2,373	5,459	4,091,938			272	983,092.61
Iosco	797	1,781	1,351,692			96	383,501.94
Isabella	1,145	2,424	1,864,817			257	1,103,055.33
Jackson	3,737	8,526	6,554,586			472	1,470,613.90
Kalamazoo	5,910	13,367	10,455,828			883	3,794,298.01
Kalkaska	395	863	304,641			60	106,690.34
Kent	11,360	25,770	19,991,197			1,419	5,178,943.04
Lake/Mason	1,403	3,020	2,171,254			193	546,459.08
Lapeer	897	1,980	1,476,902			140	501,177.46

County Statistics — FY 2000

County	Cases	Food Stamps		SSI		Home Help	
		Recipients	Payments	Recipients	Payments	Cases	Payments
Lenawee	1,516	3,394	2,551,219			216	1,075,000.27
Livingston	662	1,256	991,671			157	757,972.29
Macomb	8,842	17,912	14,754,402			1,836	6,856,007.08
Manistee	680	1,470	1,041,547			171	727,826.47
Marquette	1,466	3,026	2,307,966			229	801,081.98
Mecosta	1,280	2,885	2,243,654			158	550,954.16
Midland	1,360	2,966	2,138,649			304	2,393,447.08
Missaukee/Wexford	1,238	2,707	1,848,087			170	645,296.23
Monroe	1,860	4,143	3,128,812			239	932,285.14
Montmorency/Oscoda	738	1,606	1,262,434			105	530,206.93
Muskegon	6,039	13,907	10,823,821			488	1,504,663.20
Newaygo	1,159	2,617	1,837,781			207	830,132.37
Oakland	13,807	28,163	22,880,121			3,091	9,478,889.66
Oceana	841	2,219	1,501,813			109	418,582.82
Ogemaw/Roscommon	1,906	4,219	3,213,422			322	1,501,514.41
Ontonagon	245	511	342,764			44	145,030.54
Osceola	714	1,633	1,209,025			111	406,718.58
Otsego	454	1,049	723,884			71	314,069.07
Ottawa	1,490	3,292	2,493,937			215	1,067,452.90
Presque Isle	315	601	415,319			70	278,141.00
Saginaw	8,550	21,084	15,886,173			828	3,807,408.30
St. Clair	3,164	6,719	5,324,117			481	2,024,662.02
St. Joseph	1,339	2,990	2,305,305			136	557,825.31
Sanilac	1,050	2,333	1,777,474			160	816,478.42
Tuscola	1,001	2,334	1,637,239			125	593,339.89
Van Buren	2,489	6,050	4,500,301			316	1,085,972.67
Washtenaw	3,768	8,084	6,413,334			686	4,195,947.43
Wayne	96,782	228,918	185,958,566			14,625	51,020,691.96
Antrim/Kalkaska	719	1,482	512,227			120	252,968.41

.....

Vendor Judgment Data for FY 1999 and 2000

	FY 1999*	FY 2000**
Number of landlords paid:	618	156
Number of cases paid:	1078	237
Number of payments:	6363	4582
Total amount paid:	\$102,873.93	\$20,771.82
Total processing fee:	\$9,276	\$4,582
Total grant deduction:	\$109,236.93	\$25,353.82

*Data on Number of landlords paid, Number of cases paid, Total amount paid, and Total grant deduction is missing and not included in the totals for the quarter ending 3/99.

**Data on Number of landlords paid, Number of cases paid, Total amount paid, and Total grant deduction is missing and not included in the totals for the quarters ending December 1999, March 2000 and June 2000.

Local Office Directory

Alcona County FIA

205 N. State St.
P. O. Box 586
Harrisville, MI 48740
(989) 724-6291

Alger County FIA

101 Court St.
Munising, MI 49862
(906) 387-4440

Allegan County FIA

2233 33rd St.
Allegan, MI 49010
(616) 673-7700

Alpena County FIA

711 W. Chisholm
Alpena, MI 49707
(989) 354-7200

Antrim County FIA

205 E. Cayuga St.
P. O. Box 316
Bellaire, MI 49615
(616) 533-8664

Arenac County FIA

3709 Deep River Rd.
P. O. Box 130
Standish, MI 48658
(989) 846-4551

Baraga County FIA

108 Main St.
P. O. Box 10
Baraga, MI 49909
(906) 353-4700

Barry County FIA

430 Barfield Dr.
Hastings, MI 49058
(616) 948-3200

Bay County FIA

1399 W. Center Rd.
Essexville, MI 48732
(989) 895-2100

Benzie County FIA

Government Center
P. O. Box 114
488 Court Plaza
Beulah, MI 49617
(231) 882-4443

Berrien County FIA

401 Eighth St.
P. O. Box 1407
Benton Harbor, MI 49023-1407
(616) 934-2000

Branch County FIA

Human Services Building
388 Keith Wilhelm Dr.
Coldwater, MI 49036
(517) 279-4200

Calhoun County FIA

P. O. Box 490
190 E. Michigan Ave.
Battle Creek, MI 49016-0490
(616) 966-1284

Cass County FIA

325 M-62
Cassopolis, MI 49031-1056
(616) 445-0200

Charlevoix County FIA

6479 M-66
P. O. Box 37
Charlevoix, MI 49720
(231) 547-4471

Cheboygan County FIA

827 S. Huron St.
Cheboygan, MI 49721-2209
(231) 627-8500

Chippewa County FIA

463 E. 3 Mile Rd.
Sault Ste. Marie, MI 49783
(906) 632-3377

Clare County FIA

725 Richard Dr.
Harrison, MI 48625
(989) 539-4260

Clinton County FIA

201 W. Railroad St.
St. Johns, MI 48879
(989) 224-5500

Crawford County FIA

P. O. Box 702
230 Huron
Grayling, MI 49738
(989) 348-7691

Delta County FIA

2940 College Ave.
Escanaba, MI 49829-9596
(906) 786-5394

Dickinson County FIA

1238 Carpenter Ave.
Iron Mountain, MI 49801
(906) 774-1484

Eaton County FIA

1050 Independence Blvd.
Charlotte, MI 48813
(517) 543-0860

Emmet County FIA

911 Spring St.
Petoskey, MI 49770
(231) 348-1600

Genesee County FIA*

125 E. Union St.
P. O. Box 1620
Flint, MI 48502
(810) 760-2200

Gladwin County FIA

250 North St.
P. O. Box 737
Gladwin, MI 48624
(989) 426-3300

Gogebic County FIA

301 E. Lead St.
Bessemer, MI 49911
(906) 663-6200

Grand Traverse County FIA

920 Hastings St.
P. O. Box 1250
Traverse City, MI 49685-1250
(231) 941-3900

Gratiot County FIA

201 N. Commerce Dr.
Ithaca, MI 48847
(989) 875-5181

The FIA has local offices serving every county
and multiple offices in large counties.



Hillsdale County FIA

40 Care Drive
Hillsdale, MI 49242-1096
(517) 439-2200

Houghton County FIA

County Welfare Building
P. O. Box 630
200 Quincy St.
Hancock, MI 49930
(906) 482-0500

Huron County FIA

1911 Sand Beach
Bad Axe, MI 48413
(989) 269-9201

Ingham County FIA

5303 S. Cedar St.
P. O. Box 30088
Lansing, MI 48909
(517) 887-9400

Ionia County FIA

920 E. Lincoln
P. O. Box 506
Ionia, MI 48846
(616) 527-5200

Iosco County FIA

2145 E. Huron Rd.
East Tawas, MI 48730
(989) 362-0300

Iron County FIA

337 Brady Ave.
P. O. Box 250
Caspian, MI 49915
(906) 265-9958

Isabella County FIA

1475 S. Bamber Rd.
Mt. Pleasant, MI 48804-0264
(989) 772-8400

Jackson County FIA

P. O. Box 3007
301 E. Louis Glick Hwy.
Jackson, MI 49204
(517) 780-7400

Kalamazoo County FIA

322 Stockbridge Ave.
Kalamazoo, MI 49001
(616) 337-4900

Kalkaska County FIA

503 N. Birch St.
Kalkaska, MI 49646
(231) 258-8606

Kent County FIA

415 Franklin S.E.
Grand Rapids, MI 49507
(616) 247-6000

Keweenaw County FIA

County Welfare Building
P. O. Box 630
200 Quincy St.
Hancock, MI 49930
(906) 337-3302

Lake County FIA

4459 M-37
Baldwin, MI 49304
(231) 745-8159

Lapeer County FIA

1505 Suncrest Dr.
P. O. Box 400
Lapeer, MI 48446
(810) 667-0801

Leelanau County FIA

7322 E. Duck Lake Rd.
Lake Leelanau, MI 49653
(231) 256-6100

Lenawee County FIA

1040 S. Winter St.
Suite 3013
Adrian, MI 49221
(517) 264-6300

Livingston County FIA

2300 E. Grand River, Suite 1
Howell, MI 48843
(517) 548-0200

Luce County FIA

500 W McMillan
P. O. Box 27
Newberry, MI 49868
(906) 293-5144

Mackinac County FIA

199 Ferry Lane
St. Ignace, MI 49781
(906) 643-9550

Macomb County FIA

19700 Hall Rd., Suite A
Clinton Township, MI
48038-1478
(810) 412-6100

Manistee County FIA

1672 U. S. 31 South
Manistee, MI 49660
(231) 723-8375

Marquette County FIA

234 W. Baraga Ave.
Courthouse Annex
Marquette, MI 49855
(906) 228-9691

Mason County FIA

915 Diana st.
Ludington, MI 49431
(231) 845-7391

Mecosta County FIA

800 Water Tower Rd.
Big Rapids, MI 49307
(231) 796-4300

Menominee County FIA

2612 Tenth St.
Menominee, MI 49858
(906) 863-9965

Midland County FIA

1509 Washington, Suite A
P. O. Box 1609
Midland, MI 48641
(989) 839-1100

Missaukee County FIA

P. O. Box 309
10641 W. Watergate Rd.
Cadillac, MI 49601
(231) 779-4500

Monroe County FIA

1051 S. Telegraph
Monroe, MI 48161
(734) 243-7200

Montcalm County FIA

609 N. State
P. O. Box 278
Stanton, MI 48888
(989) 831-8400

Montmorency County FIA

M-32 West
P. O. Box 427
Atlanta, MI 49709
(989) 785-4218

Muskegon County FIA

2700 Baker St.
P. O. Box 4290
Muskegon Heights, MI 49444
(231) 733-3700

Newaygo County FIA

1018 Newell st.
P. O. Box 640
White Cloud, MI 49349
(231) 689-5500

Oakland County FIA

41000 N. Woodward Ave.
Stoneridge E. Suite 200
Bloomfield Hills, MI
48304-2263
(248) 975-4800

Oceana County FIA

535 Russell Rd.
P. O. Box 70
Hart, MI 49420
(231) 873-7251

Ogemaw County FIA

444 E. Houghton Ave.
P. O. Box 307
West Branch, MI 48661
(989) 345-5135

Ontonagon County FIA

730 S. Seventh St.
Ontonagon, MI 49953
(906) 884-4951

Osceola County FIA

220 E. Church st.
P. O. Box 63
Reed City, MI 49677
(231) 832-4100

Oscoda County FIA

200 W. Fifth St.
P. O. Box 849
Mio, MI 48647
(989) 826-4000

Otsego County FIA

800 Livingston Blvd.
Suite 3A
Gaylord, MI 49735
(517) 732-1702

Ottawa County FIA

12185 James St.
Holland, MI 49424
(616) 394-7200

Presque Isle County FIA

1242 W. Third St.
P. O. Box 197
Rogers City, MI 49779
(989) 734-2108

Roscommon County FIA

111 Union St.
P. O. Box 179
Roscommon MI 48653
(989) 275-5107

Saginaw County FIA

411 E. Genesee
P. O. Box 5070
Saginaw, MI 48605-9931
(989) 758-1500

St. Clair County FIA

220 Fort St.
Port Huron, MI 48060
(810) 966-2000

St. Joseph County FIA

692 E. Main St.
Centreville, MI 49032
(616) 467-1200

Sanilac County FIA

515 S. Sandusky Rd.
Sandusky, MI 48471
(810) 648-4420

Schoolcraft County FIA

Courthouse — Room 175A
300 Walnut St.
Manistique, MI 49854
(906) 341-2114

Shiawassee County FIA

1975 W. Main
Suite 1
Owosso, MI 48867
(989) 725-3200

Tuscola County FIA

1365 Cleaver Rd.
Caro, MI 48723
(989) 673-9100

Van Buren County FIA

57150 C. R. 681
P. O. Box 7
Hartford, MI 49057
(616) 621-2800

Washtenaw County FIA

22 Center St.
Ypsilanti, MI 48189-9965
(734) 481-2000

Wayne County FIA

1200 Sixth St.
State Plaza Bldg., Suite 900
Detroit, MI 48226
(313) 256-1000

Wexford County FIA

P. O. Box 309
10641 W. Watergate Rd.
Cadillac, MI 49601
(231) 779-4500

**These counties have district
offices to meet the needs of
clients in their communities.*

*Genesee County has 4 district
offices; Macomb County has
3; Oakland County has 5;
Wayne County has 29.*

Quantity: 6,000
Cost: \$5,103.45
Unit Cost: .50 each
Authority: Public Act 223 of 1996

The Family Independence Agency will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to an FIA office in your county.

FIA Publication 325 (revised Sept. 2001)
Previous edition obsolete.

This publication can be viewed
online at www.mfia.state.mi.us